Session 9:

Training Evaluations (Advanced Topic)

VA TMS Administrators
Role-Based Training

Virtual Instructor-Led Training

Participant Guide

March 2014

Table of Contents

1.0 About This Training

1.1 *Training Purpose*
The purpose of the VA TMS Administrators Role-Based Training Session 9: Training Evaluations is to teach you the concepts and terminology associated with the training evaluation feature in the VA TMS.

1.2 *Target Audience*
This session is an Advanced Topic training session for any VA TMS administrators with some experience in Training Evaluations that are looking for more in-depth instruction.

1.3 *Training Length*
This training will run for approximately 3.5 hours. Brief breaks will be given.

1.4 *Participant Guide*
This Participant Guide contains all key content presented in this training, including PowerPoint slides with room for taking notes, activities, and demonstrations for each lesson.

The Participant Guide is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hardcopy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in this guide while completing steps in the VA TMS.

1.4.1 Participant Guide Icons

Icons	Description
	This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS.
	This icon indicates that participants will complete an activity.
	This icon indicates that there is a job aid available for the task.

1.5 *Participant Preparation and Guidelines*

1.5.1 Requirements

Participants must complete the following for this training:

- Register for training through the VA TMS.

- Print a hardcopy of this Participant Guide for use during the training. It will be difficult to access electronically during training.

1.5.2 Demonstrations and System Practice Activities in VA TMS

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS. These demos and activities will allow you to study and apply what you've learned about the features, functions, and processes critical to your role within the VA TMS. The steps for each demonstration and system practice activity have been provided in this guide so you can follow-along. You may also want to reference these steps after the training.

1.5.3 Virtual Instructor-Led Training Guidelines

This training will be delivered as a Virtual Instructor-Led Training (VILT) using Web conferencing software program. You will need a computer and phone with speakers or headset in order to participate in this training. Follow the guidelines below to ensure the best training experience:

- Print a hardcopy of the Participant Guide for use during training.

- Be sure to log in to the Web conferencing software and dial in to the conference line 5 – 10 minutes early.

- Mute your phone line for the duration of the training session unless otherwise instructed.

- Use the chat feature for any questions during the session.

- The instructor may be able to answer your question immediately. Otherwise, he or she will answer at the end of the training, or send an e-mail afterward.

1.6 *VA TMS Administrators Role-Based Training Sessions and Target Audiences*

The table below includes a list of all training sessions in this training series, along with the target audience.

Session	Required for	Recommended for
Session 1: Introduction to VA TMS for All Administrators and Help Desk and Reports Managers	• Help Desk (as stand-alone training • Reports Managers (as stand-alone training) • Assignment Managers • Scheduling Managers • Registration Managers • Domain Managers • Learning Managers • Item Managers • AP Managers	n/a
Session 2: VA TMS Training for Scheduling Managers, Assignment Managers, and Registration Managers	• Assignment Managers • Scheduling Managers • Registration Managers	• Domain Managers • Learning Managers • Item Managers • AP Managers
Sessions 3–5: VA TMS Training for Domain Managers, Learning Managers, Item Managers, and Assignment Profile Managers	• Domain Managers • Learning Managers • Item Managers • AP Managers	n/a

NOTE: Sessions 6-10 are advanced topics that are optional for managers who already have experience using the VA TMS.

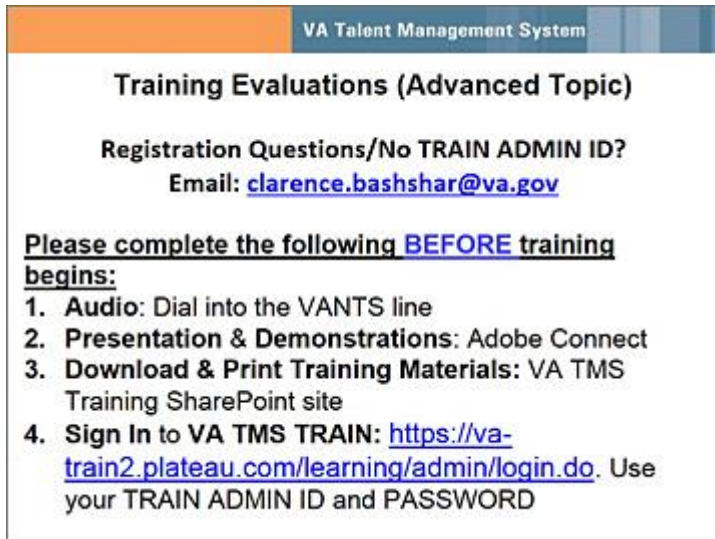## 1.7 VA TMS Functions and Associated Roles

NOTE: Gray columns indicate add-on roles; white columns indicate stand-alone roles.

VA TMS Admin Function	LM	DM	IM	RM	SM	AM	APM	HD	PR	QEM	CM	CIM	HR	RPT	AHN	PM	COM	ACM	ACIM	MSE	MSEHD
Unlock User Accounts	X							X	X												
Reset User Passwords	X							X	X												
Change Supervisors for a group of Users	X																				
Proxy into Users accounts	X							X													
Add/Remove Items to/from Learning Plan	X					X															
Add/Remove Curricula Assignments	X					X															
Record Item/External Event/Scheduled Offerings	X			X																	
Edit/Delete Recorded Learning Events	X			X																	
Merge User Records		X																			
Add/Edit Items	X		X																		
Add/Edit Curricula	X		X																		
Send Notifications	X															X					
Add/Edit Scheduled Offerings	X				X																
Register Users into a Scheduled Offerings	X			X	X																
Edit User's Registration in Scheduled Offering	X			X	X																
Assign/Remove Competency Profiles to/from Users											X										
Assign/Remove Competencies to/from Users											X										
Manage Administrator Accounts		X																			
Add/Edit/Copy/Delete Assignment Profiles							X														
Edit User Preferred Accreditations	X							X										X			
Edit User Occupational Categories	X							X										X			
Add/Edit/Delete Competencies											X										
Add/Remove Competencies from Items												X									
Add/Edit/Delte Competency Profiles											X										
Enter/Delete Competency Assessments for Users	X			X		X					X										
Add/Edit/Delete Questions										X											
Add/Edit/Delete Exam Objects										X											
Assign/Remove Questions to/from Exam Objects										X											
Add Questionnaire/Surveys										X											
Unassign a Survey from Users	X																				
Edit Organization Dashboard Ownership		X																			
Add/Edit Accreditations																		X			
Apply Accreditations to Items																		X	X		
View sensitive information on Users Records													X								
Create and Manage Communities																	X				
Run various Standard and Custom Reports	X		X	X	X	X							X	X							
View Self Enrolled User	X					X			X											X	X
Validate Self Enrolled User																				X	
Bookmark Available Entities	X		X	X	X	X			X												
Download Search Results	X		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X

2.0 Training Content

2.1 *Welcome*
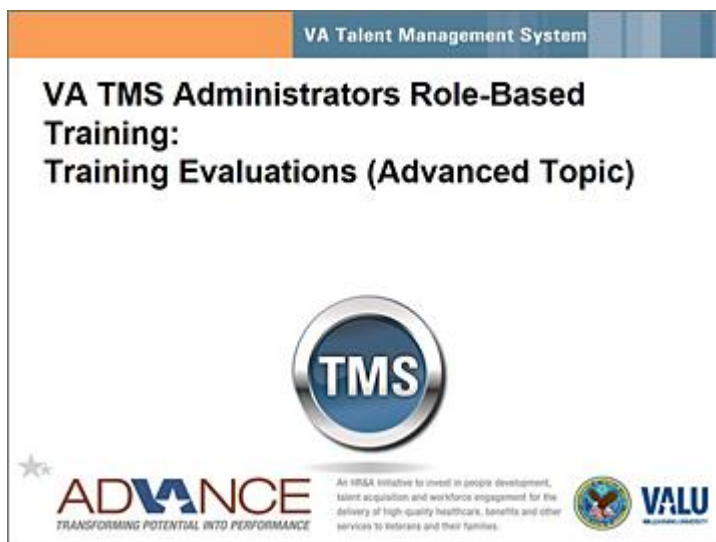
Notes:

Slide 1: Session Preparation

Notes:

Slide 2: VA TMS Administrators Role-Based Training:
Training Evaluations (Advanced Topic)

Slide 3: Session Agenda

Notes:

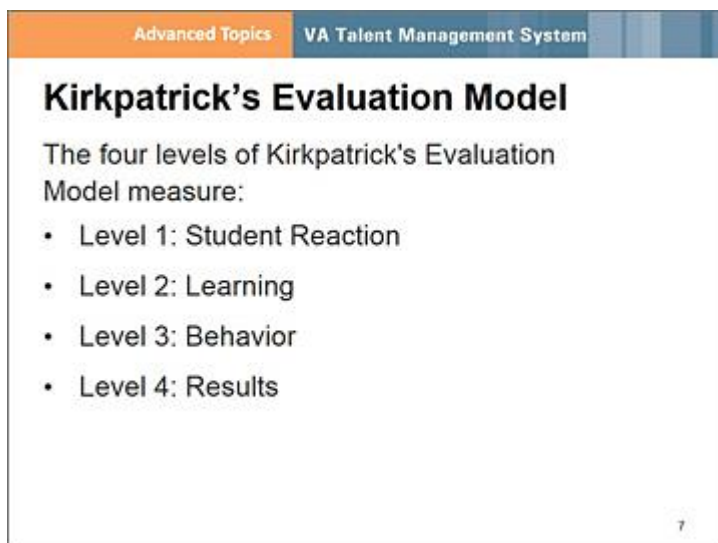Slide 4: Session Objectives

Notes:

Session 5: Introductions

Notes:

2.2 *Lesson 1: Training Evaluation Overview*
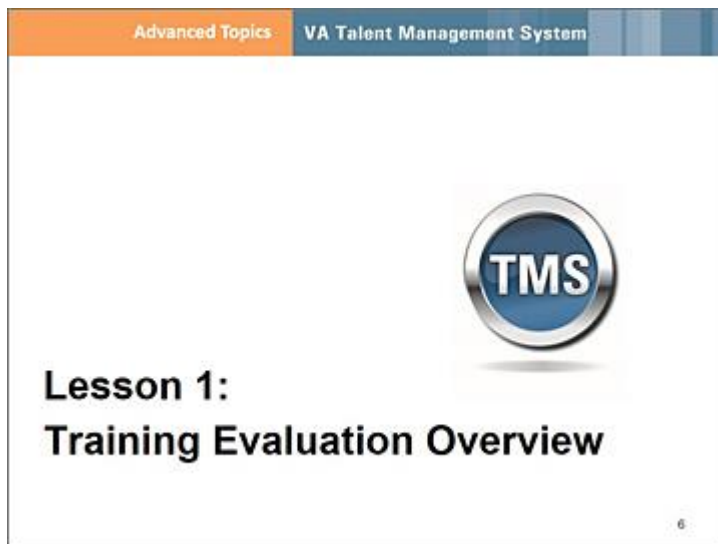
Notes:

Slide 6: Lesson 1: Training Evaluation Overview

Notes:

Slide 7: Kirkpatrick's Evaluation Model

Slide 8: Implementing the Model

Notes:

Slide 9: Steps to Implement the Model

Notes:

Slide 10: Preconfigured Requirements

Notes:

Slide 11: Sample Rating Scales
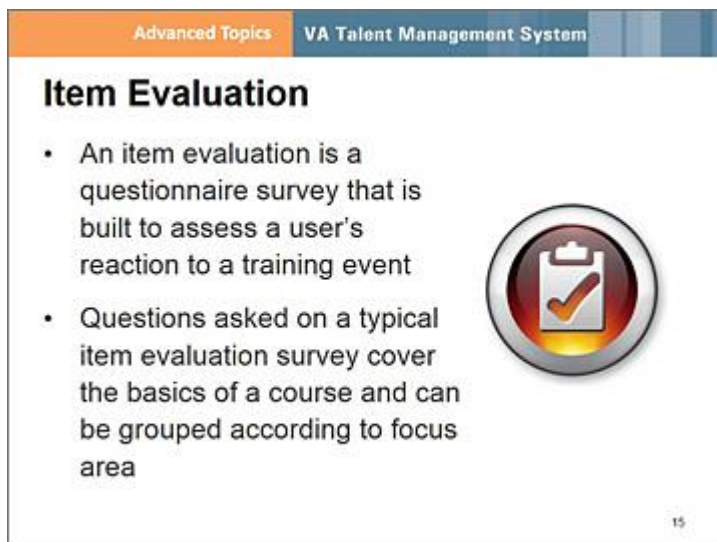
Notes:

Slide 12: Knowledge Check

Notes:

Slide 13: Knowledge Check

Notes:

2.3 *Lesson 2: Item Evaluation*
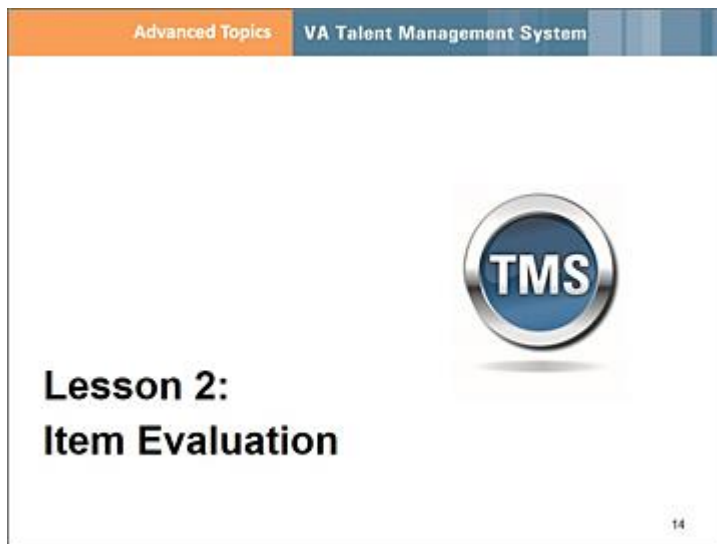
Slide 14: Lesson 2: Item Evaluation

Notes:

Slide 15: Item Evaluation

Notes:

Slide 16: Sample Focus Areas

Notes:

Slide 17: Types of Questions

Notes:
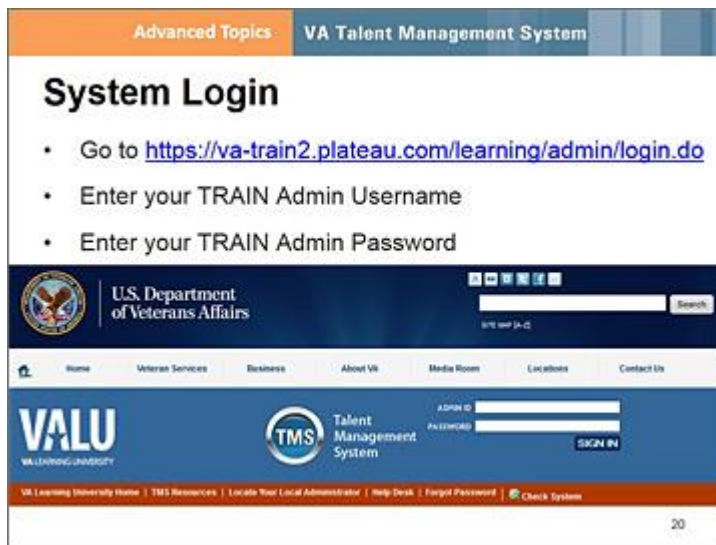
Slide 18: Four Question Types

Notes:

Slide 19: Demonstration: Item Evaluation Steps

Notes:

Demonstration: Item Evaluation Steps

To complete an item evaluation:

1. Navigate to **Learning > Questionnaire Surveys**.

2. Select **Add New.**

3. Enter a survey ID.

4. Enter a survey name.

5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).

6. Enter survey description.

7. Enter comments.

8. Select domain.

9. Check **Active** checkbox.

10. Select **Add**.

11. Select the **Questions** tab.

12. Enter survey instructions.

13. Enter first page title.

14. Enter first page instructions.

15. Select **Add Question icon**.

16. Enter question stem.

17. Select question type (rating scale).

18. Select a rating scale.

19. Repeat steps 15–18 to add additional questions.

20. Select **Add Page** icon.

21. Enter second page title.

22. Enter second page instructions.

23. Select **Add Question** icon.

24. Enter question stem.

25. Select question type (rating scale).

26. Select a rating scale.

27. Repeat steps 23–26 to add additional questions.

28. Select **Save Draft**.

Slide 20: System Login

Notes:

Slide 21: Activity #1: Create a Survey

Notes:

Activity #1: Create a Survey

1. Navigate to **Learning > Questionnaire Surveys**.
2. Select **Add New.**
3. Enter a survey ID.
4. Enter a survey name.
5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).
6. Enter survey description.
7. Enter comments.
8. Select domain.
9. Check **Active** checkbox.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter survey instructions.
13. Enter first page title.
14. Enter first page instructions.
15. Select **Add Question icon**.
16. Enter question stem.
17. Select question type (rating scale).
18. Select a rating scale.
19. Repeat steps 15–18 to add additional questions.
20. Select **Add Page icon**.
21. Enter second page title.
22. Enter second page instructions.
23. Select **Add Question icon**.
24. Enter question stem.
25. Select question type (rating scale).
26. Select a rating scale.
27. Repeat steps 23–26 to add additional questions.
28. Select **Save Draft**.

Scenario: An online course on how to deal with customers, conflict, and confrontation has been created. You are responsible for creating the item evaluation survey to be assigned to all users immediately after the course is completed. This is the general course evaluation survey to be used after every online HR course.

Task: Write down additional questions for each page of this survey. Each question will be a rating scale type using the five-point scale (created previously). The comments question at the end of each page is an open-ended question type. This data will be used to complete Activity # 1.

Survey Instructions: Please help us improve our quality. Your feedback is important to us. Complete the survey to the best of your ability.

Page 1 Title: General Course Feedback (question type: rating scale)

Page 1 Instructions: Please complete the following questions to the best of your ability.

The training was relevant to my job.

Comments (question type: open ended)

Activity Page 2

Page 2 Title: Training Materials Feedback (question type: same rating scale as above)

Page 2 Instructions: Please complete the following questions to the best of your ability.

The visual aids were accurate and of good quality.

Comments (question type: open ended)

Activity Page 3

Page 3 Title: Online Instructions (question type: same rating scale as above)

Page 3 Instructions: Please complete the following questions to the best of your ability.

The directions on how to use the online course were communicated effectively.

Comments (question type: open ended)

Page 4 Title: Training Methods Feedback (question type: same rating scale as above)

Page 4 Instructions: Please complete the following questions to the best of your ability.

The right information was covered at the right speed for me.

 Comments (question type: open ended)

Slide 22: Configuration Options

Notes:
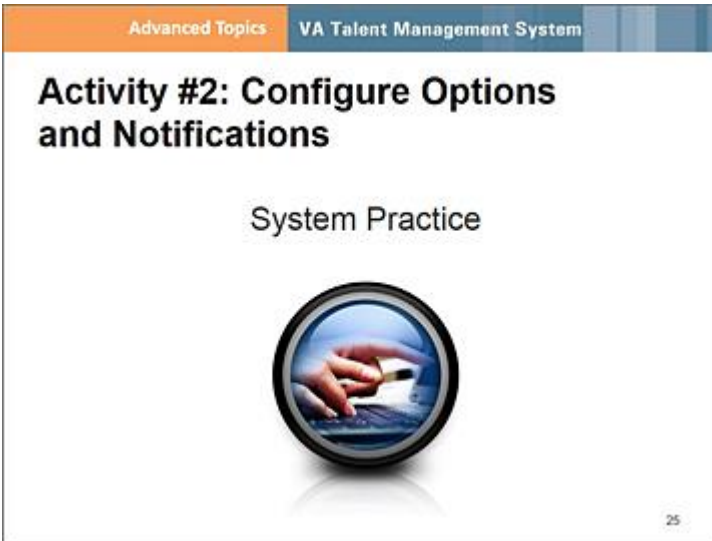

Slide 23: Notifications

Notes:

Slide 24: Demonstration: Configurations and Notifications

Notes:

Demonstration: Configurations and Notifications

1. Access the survey record you created in Activity #1.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter number of days to complete survey from assignment.
6. Select option to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.

Notes:

Slide 25: Activity #2: Configure Options and
Notifications

Activity #2: Configure Options and Notifications

1. Access the survey record you created in the Activity #1.

2. Select the **Options** tab.

3. Select **Yes** for anonymous surveys.

4. Check the **Required for Item Completion** checkbox.

5. Enter number of days to complete survey from assignment.

6. Select option to include comments field for each question.

7. Select **Apply Changes**.

8. Select the **Notifications** tab.

9. If necessary, edit body of notification message.

10. Select **Apply Changes**.

11. If necessary, select **Browse** to add an attachment to notification.

12. Select **Apply Changes**.

The Job Aid: Item Evaluation Survey (Task C) is available in the VA TMS.

Notes:

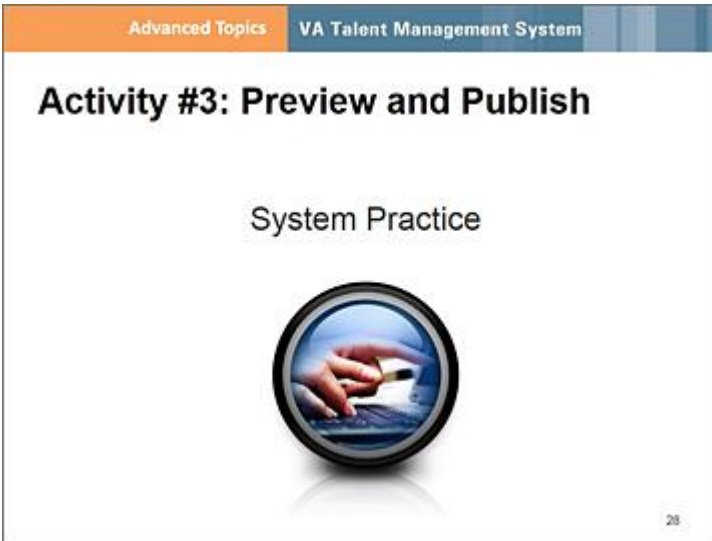Slide 26: Preview and Publish

Notes:

Slide 27: Demonstration: Preview and Publish

Demonstration: Preview and Publish

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from drop-down menu.
4. Review preview of survey.
5. Select **Close** to close preview of survey.
6. Select **Publish**. The survey is now ready for use.

Notes:

Slide 28: Activity #3: Preview and Publish

Activity #3: Preview and Publish

1. Select the **Questions** tab.

2. Select **Preview**.

3. Select **Draft** from drop-down menu.

4. Review preview of survey.

5. Select **Close** to close preview of survey.

6. Select **Publish**. The survey is now ready for use.

Once a survey is published, the Questions tab will have two button options—Preview and Create Draft. Select **Preview** to view the published survey. Select **Create Draft** to make minor edits to the survey content, such as misspellings that were overlooked during the draft version. Select **Publish** to republish the survey after making edits.
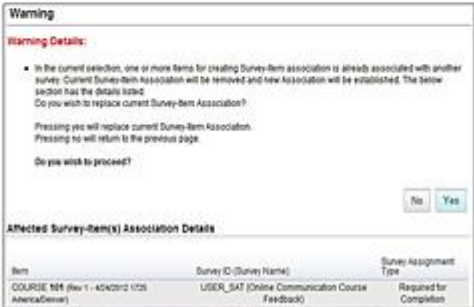
The Job Aid: Item Evaluation Survey is available in the VA TMS.

Slide 29: Associate the Survey

Notes:

Slide 30: Only One Survey per Item
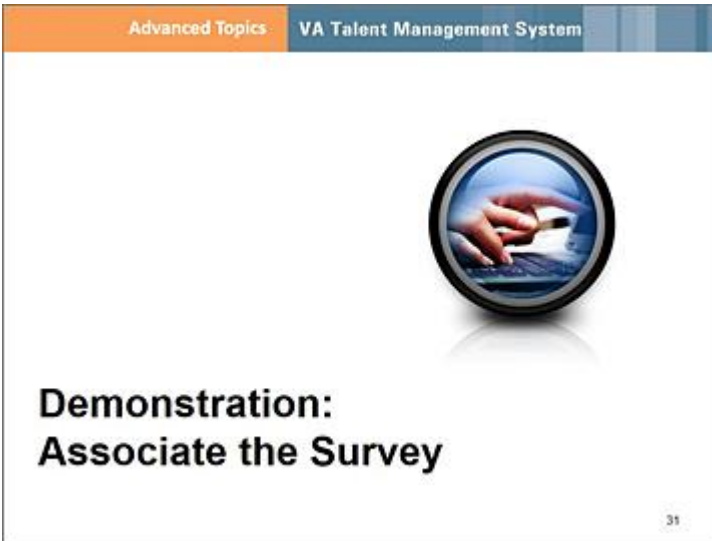
Notes:

Slide 31: Demonstration: Associate the Survey

Notes:

Demonstration: Associate the Survey

1. Select the **Item Usage** tab.

2. Select the **add one or more from list** link.

3. Search for one or more items.

4. Select one or more items from results list.

5. Select **Add**.

Slide 32: Activity #4: Associate the Survey

Notes:

Activity #4: Associate the Survey

1. Select the **Item Usage** tab.

2. Select the **add one or more from list** link.

3. Search for one or more items.

4. Select one or more items from results list.

5. Select **Add**.

Associate Item with Survey: Item Evaluation

1. Navigate to **Learning > Items**.

2. Search for an item.

3. Select the **item key link** to access the item in edit mode.

4. Select **More** from the Related area.

5. Select the **Evaluations** tab.

6. In the Item Evaluation: User Satisfaction section, select the **Search** icon to search for and select a questionnaire survey.

7. Select **Apply Changes**.

8. Depending on how the survey was configured, the Days to Complete field and the Required for Completion checkbox may or may not be auto-filled. If necessary, change these fields. If desired, enter or change the **Days to Complete** number and check/uncheck the **Required for Item Completion** checkbox.

9. If any changes are made, select **Apply Changes** to save your modifications.

The Job Aid: Item Evaluation Survey is available in the VA TMS.

Slide 33: Knowledge Check

Notes:

Slide 34: Knowledge Check

Notes:

2.4 *Lesson 3: Learning Evaluation*

Slide 35: Lesson 3: Learning Evaluation

Notes:

Slide 36: Learning Evaluation

Notes:

Slide 37: Activity #5: Associate the Evaluation

Notes:

Activity #5: Associate the Evaluation

To associate pre- and post-exams:

1. Navigate to **Learning > Items**.

2. Search for and access an item record in edit mode.

3. Select **More** from the Related area.

4. Select the **Evaluations** tab.

5. In the Learning Evaluation: Mastery of Content section, select the drop-down menu for pre-exam and select the desired exam.

6. Select the drop-down menu for post-exam and select the desired exam.

7. Select **Apply Changes**.

The Job Aid: Associate Pre- and Post-Exams—Learning Evaluation is available in the VA TMS.

Slide 38: Knowledge Check

Notes:

Slide 39: Knowledge Check

Notes:

2.5 *Lesson 4: Follow-Up Evaluation*

Notes:

Slide 40: Lesson 4: Follow-Up Evaluation

Notes:

Slide 41: Follow-Up Evaluation

Slide 42: Questions for Follow-Up Evaluations

Notes:

Slide 43: Activity #6: Create the Follow-Up Evaluation

Notes:

Activity #6: Create the Follow-Up Evaluation

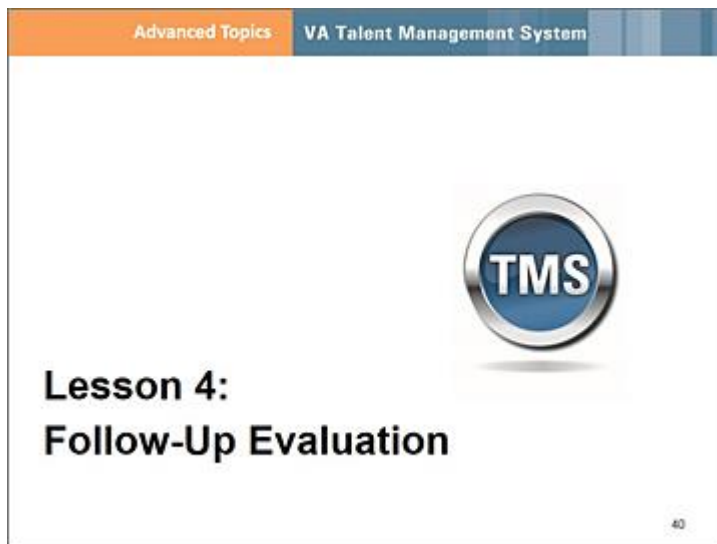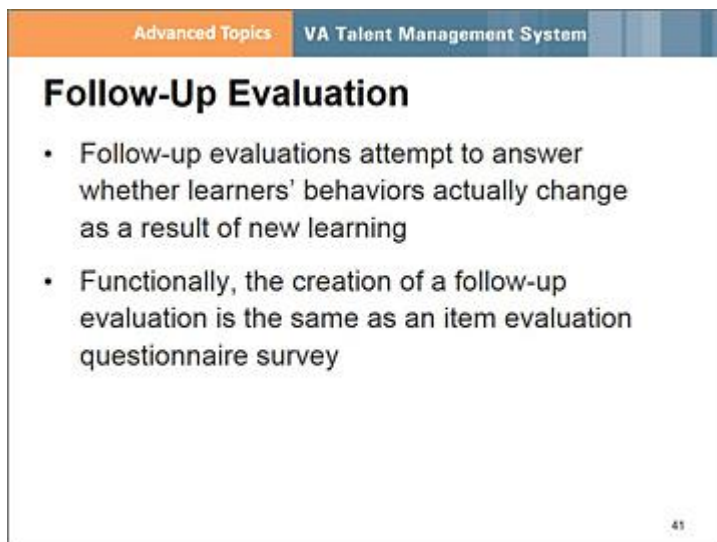**Scenario:** When the online course on how to deal with customers, conflict, and confrontation is finished by employees, they will need to complete a follow-up evaluation survey. You are responsible for creating the questions for the follow-up evaluation survey to be assigned to all users and supervisors. In the next activity, we will configure the survey.

Task: Using the previous activities in this course as a guide, complete the following tasks on your own:

- Create a follow-up evaluation survey using the sample questions on the next page

- Write additional questions for each page of this survey. Each question will use a rating scale type using the five-point frequency scale (created previously). The comments question at the end of each page is an open-ended question type

Survey Instructions: Please complete this survey to the best of your ability on your capabilities before and after the training on dealing with confrontation and difficult people.

Page 1 Title: Rate your capability before the training. How did you deal with customer confrontation?

Page 1 Instructions: A lot of people cannot handle confrontation. They shake and lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back because you have confrontation jitters. This is the "fight or flight" syndrome kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.

Answer these questions to see how you used to deal with confrontation before the training you received.

- Before this training course, how often did you take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.

- Comments (question type: open ended)

Page 2 Title: Rate your capability after the training: How are you now able to deal with customer confrontation?

Page 2 Instructions: A lot of people cannot handle confrontation and start to shake; they lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back as you have a touch of confrontation jitters. This is the "fight or flight" syndrome kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.

Answer these questions to see how well you now deal with confrontation since the training you received.

- Since this training course, how often do you currently take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.

- Comments (question type: open ended

Notes:

Slide 44: Configuration Options

Notes:

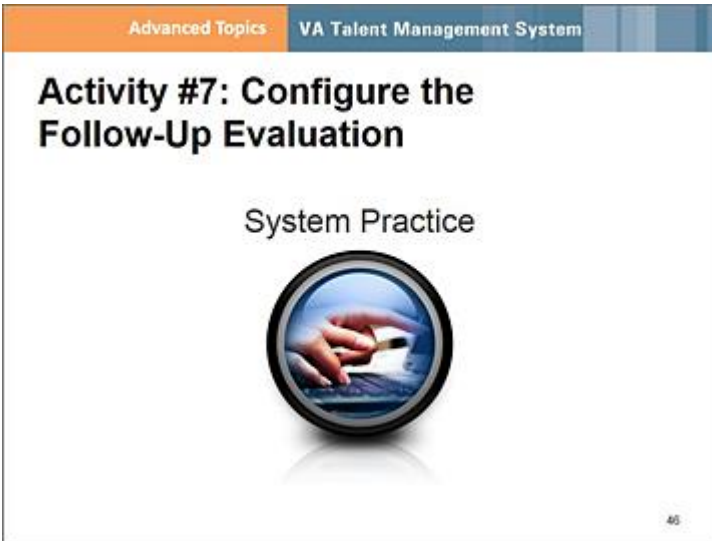Slide 45: Demonstration: Configuration Options

Demonstration: Configuration Options

1. Navigate to **Learning > Questionnaire Surveys**.

2. Search for and select the follow-up survey just created in the activity.

3. Select the **Options** tab.

4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.

5. Select the follow-up survey participants (employee, supervisor, or both).

6. Select **option to include comments** field for each question.

7. Select **Apply Changes**.

8. Select the **Notifications** tab.

9. If necessary, edit body of notification message.

10. Select **Apply Changes**.

11. If necessary, select **Browse** to add an attachment to notification.

12. Select **Apply Changes**.

13. Select the **Questions** tab.

14. Select **Preview** and then select **Draft** from drop-down menu.

15. Select **Close** to close preview of survey.

16. Select **Publish**. The survey is now ready for use.

The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.

Notes:

Slide 46: Activity #7: Configure the Follow-Up
Evaluation

Activity #7: Configure the Follow-Up Evaluation

1. Navigate to **Learning > Questionnaire Surveys**.

2. Search for and select the follow-up survey just created in the activity.

3. Select the **Options** tab.

4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.

5. Select the follow-up survey participants (employee, supervisor, or both).

6. Select **option to include comments** field for each question.

7. Select **Apply Changes**.

8. Select the **Notifications** tab.

9. If necessary, edit body of notification message.

10. Select **Apply Changes**.

11. If necessary, select **Browse** to add an attachment to notification.

12. Select **Apply Changes**.

13. Select the **Questions** tab.

14. Select **Preview** and then select **Draft** from drop-down menu.

15. Select **Close** to close preview of survey.

16. Select **Publish**. The survey is now ready for use.

The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.

Scenario: The online course on how to deal with customers, conflict, and confrontation is ready to be released to users. You have created the follow-up evaluation survey questions, and configured the survey to be assigned to all users and supervisors 120 days after the course is completed, with seven (7) days to complete. Now associate the survey with the online item.

Task: Using the previous activities in this course as a guide, complete the following task on your own.

- Associate the follow-up survey with the online item.

The next activity will introduce how to configure the automatic process to trigger the evaluation.

Slide 47: Knowledge Check
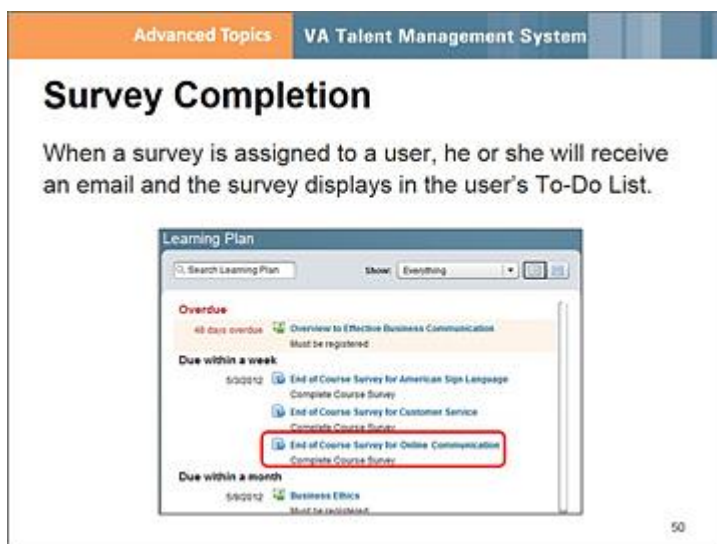
Notes:

Slide 48: Knowledge Check

Notes:

2.6 *Lesson 5: Survey Completion*

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Slide 49: Lesson 5: Survey Completion

Notes:

Slide 50: Survey Completion

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Slide 51: Activity #8: Launch and Complete Assigned
Survey

Activity #8: Launch and Complete Assigned Survey

Scenario: The online course on how to deal with customers, conflict, and confrontation needs to be assigned to users. You are responsible for assigning this course to the appropriate employees.

Task: Using previous knowledge of the VA TMS as a guide, complete the following tasks on your own.

1. Assign the item to one or more users.
2. Record a learning event for the assigned item for one or more users to activate the survey.
3. Log in to the VA TMS as a user.
4. Locate the survey on your To-Do List.
5. Select the **survey title** to launch.
6. Complete all questions/pages of the survey.
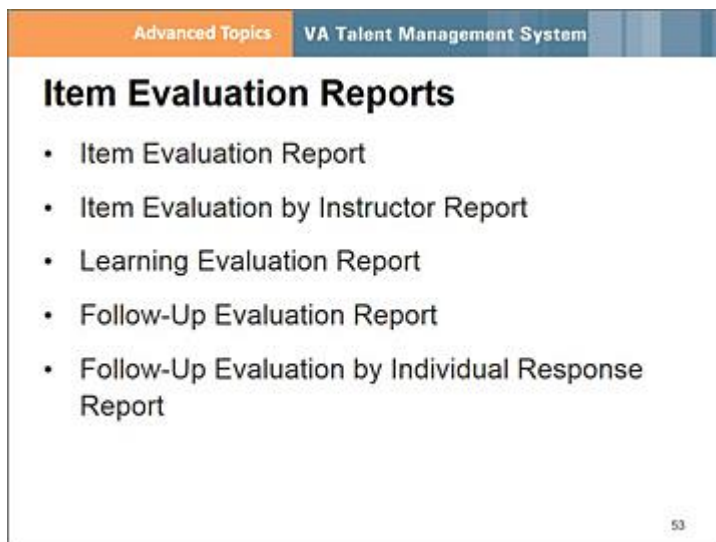7. Select **Submit**.

The Job Aid: Launch and Complete Assigned Survey is available in the VA TMS.

2.7 *Lesson 6: Survey Analysis Report*

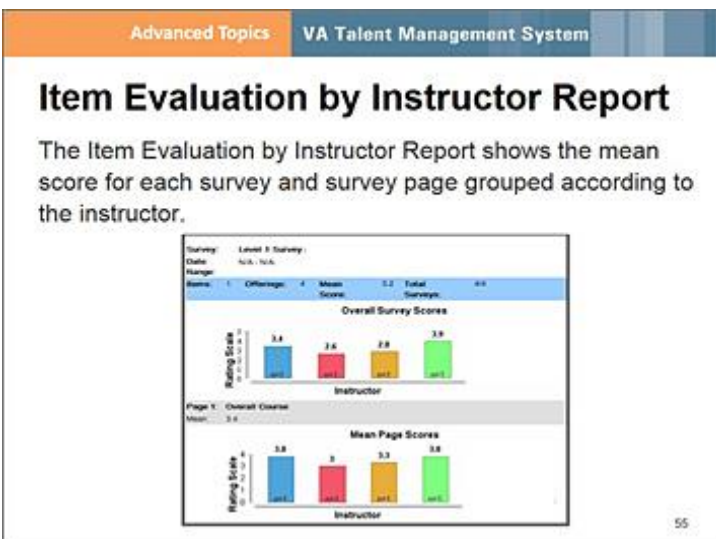Slide 52: Lesson 6: Survey Analysis Report

Notes:
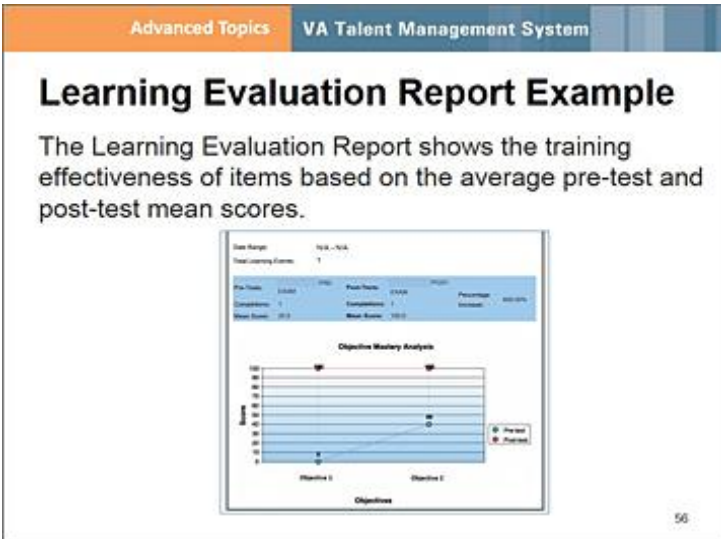

Slide 53: Item Evaluation Reports

Notes:

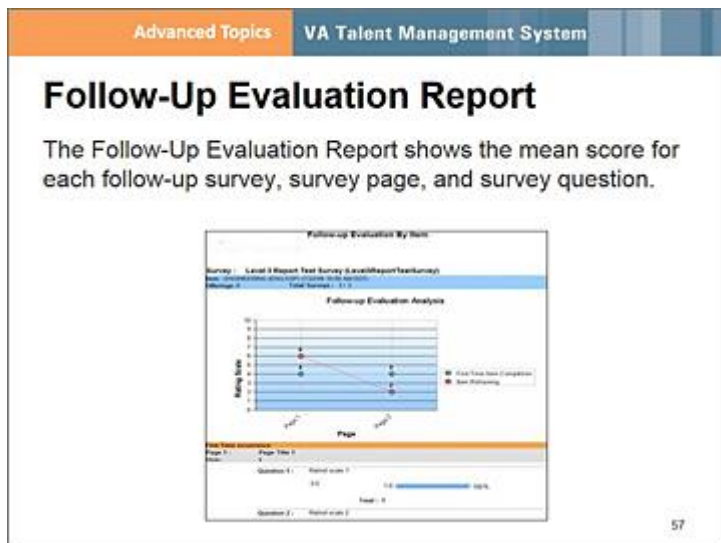Slide 54: Item Evaluation Report

Notes:

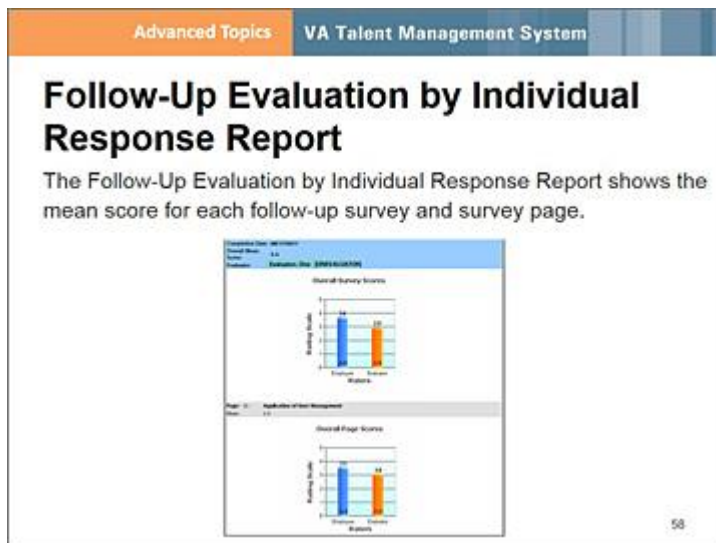Slide 55: Item Evaluation by Instructor Report

Notes:

Slide 56: Learning Evaluation Report Example

Notes:

Slide 57: Follow-Up Evaluation Report

Notes:

Slide 58: Follow-Up Evaluation by Individual Response
Report

Notes:

Slide 59: Activity #9: Report Search

Notes:

Notes:

Slide 60: Evaluation & Self-Certification Reminder

Notes:

Slide 60: Questions?